

**DDDC
TECHNICAL LIBRARY
CONTINUING GOVERNMENT ACTIVITY'S (CGA)
MISSION AND FUNCTIONS STATEMENT**

I. MISSION:

The DDC will maintain and staff a Continuing Government Activity (CGA) on site regardless of the decision of the A-76 Study. The new organization code assigned to the CGA will be DDDC-G. Each CGA will be assigned a Commander/Director, who will be responsible for managing the CGA and overseeing the execution of the CGA mission and functions. Only functions outside the scope of the PWS will be performed by the CGA. The CGA will perform functions that are divided into the following three categories:

- Program Management functions
- Performance Assessment functions
- Invoice certification for a contract decision (COR functions).

The CGA's primary mission is to ensure that Contractor-provided services, as defined by the PWS, meet specified quality standards in accordance with (IAW) the Quality Assurance Surveillance Plan (QASP), without regard for the outcome of the OMB Circular A-76 Commercial Activities Study. The basic concept is for the CGA to implement the QASP and perform process analysis to work toward risk mitigation and provide Contractor performance insight to the DDC.

If the A-76 competition results in a contract decision the CGA, in coordination with and as directed by the Administrative Contracting Officer (ACO), will perform oversight, accountability and surveillance of contractor activities. The Administrative Contracting Officer (ACO) will be located at the DDC and will perform duties outlined in FAR 42.302.

Additionally, the CGA will serve as a point of contact between the DDC and the contractor. For example, the CGA will receive and disseminate policies, guidance, and advice from the DDC to the Contractor site manager. The following sections describe in detail the mission and functions that are the responsibilities of the CGA, the DDC, and the Contract Administrator.

II. ORGANIZATIONAL RELATIONSHIP OF THE CGA

A. The CGA and the DDC:

The DDC is responsible for operations at all depots, including the mission and functions of the CGA. The CGA commander/director is responsible for the oversight of individual depot missions and will serve as the DDC's principle point of contact between the DDC and the contractor. The CGA commander/director is given the responsibility of ensuring that the contractor is accomplishing the depot mission and workload as defined in the PWS. The commander/director is accountable to the DDC-D for that mission. As part of the day-to-day responsibility, the CGA commander/director will monitor Contractor performance to ensure that mission degradation due to unsatisfactory performance by the Contractor does not occur or is minimized.

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B. The CGA and the Contractor:

A primary responsibility of the CGA is to oversee the operations of the contractor as defined by the PWS.

For a contract decision, the relationship between the CGA commander/director and the contractor is as follows. The CGA staff is responsible for performing certain contract administration duties as delegated by the DDC Administrative Contracting Officer (ACO). The Contracting Officer's Representative (COR) assigned to the CGA will perform these contract administration duties. The COR, assisted by the Surveillance Lead is responsible for conducting the activities detailed in paragraph V, below. As a member of the CGA staff, the COR reports to the CGA commander/director. The COR also reports to the ACO at the DDC to provide pertinent information about the contractor's performance and recommendations on any issues, which may require modifications to the contract. The COR serves as the principal point of contact between the CGA commander/director and the ACO. The COR will notify the CGA Commander and ACO when contracting issues arise and recommend possible remedies. The ACO will maintain sole authority to make contract modifications and resolve contract issues.

C. The CGA and the ACO:

For a contractor decision, a contract will be formed between the DDC and the contractor. The ACO is the person responsible for managing, monitoring and resolving all contract issues. Only the ACO has the authority to change or modify any element of the contract. The ACO has sole authority to interpret what is or is not considered within the scope of the contract. The ACO will delegate certain contract administration responsibilities to the CGA. The COR will be primarily responsible for performing the duties delegated by the ACO (see paragraph V below). The ACO will maintain contact with the COR and with the CGA commander/director.

D. The Contractor and the Customer:

As written in the PWS, the Contractor has the primary interface with depot customers. The Contractor, through its Quality Control/Customer Satisfaction Plan is responsible for the quality of the services it provides and has the primary responsibility for evaluating customer satisfaction with its performance, and for ensuring that it meets the standards for customer satisfaction defined in the PWS. Customer issues, which the Contractor believes are outside the scope of the PWS will be raised to the CGA for appropriate resolution. The CGA monitors customer satisfaction as well as being responsible for customer issues, such as increased or decreased workload, that have an impact on the PWS or the contract.

E. The CGA and the Customer:

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The CGA commander/director will monitor customer satisfaction primarily through oversight of the Contractor's performance. In addition, the CGA commander/director is responsible for customer issues that have an impact on the PWS or contract. For example, an Inventory Control Point (ICP) manager is considered a DDC customer. A decision on the part of an ICP to increase or reduce the number of NSNs stored at a particular depot will require CGA and DDC involvement. Similarly, a decision to change the packaging standards for a particular item will also have to be addressed by the CGA and DDC. However, a request by an installation customer to change delivery routes on the installation will need to be addressed by the Contractor. In all cases, care must be taken to ensure that the relationship between the CGA and the customer does not impact the responsibilities of the Contractor to satisfy customer requirements, which are considered within the scope of the PWS. The CGA will be responsible for monitoring and analyzing customer satisfaction, as prescribed in the QASP. The CGA commander/director will raise customer satisfaction issues with the contractor site manager, ensuring the involvement of the COR. For contract operations, the COR and ACO will be promptly notified that a change in customer requirements may support a change in the contract.

III. QASP PRINCIPLES

The Contractor is responsible for QC/CSP inspection throughout the contract period. The Contractor's implementation of the QC/CSP, updated as required by the contract, provides the "front line" or "first level" of quality for contractor provided products and services. The Government is responsible for Quality Assurance (QA), inspection of the delivered product or service. The acceptance and inspection clause in the RFP allows the Government to implement quality assurance procedures. Other contract clauses require the Contractor to implement a quality control/customer satisfaction plan.

The QASP documents a program undertaken by the Government to provide a measure of the quality and timeliness of products and services purchased from the Contractor. The Government, as recipient of the products and services provided by the Contractor, is responsible for developing and implementing methods for quality assurance. This is usually done through QASP implementation by the CGA. Implementation of the program assists in providing assurance that the quantity and quality of products and services received comply with PWS requirements.

The QASP focuses on the quality and timeliness of the products and services received from the Contractor rather than on the procedures used to provide them. The QASP details the following:

- Methods for surveillance of each PWS requirement
- Evaluation procedures to be used for each surveillance method
- Approaches for implementation of the QASP

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There is a separate QA approach specified for each required service. The approaches are step-by-step procedures explaining performance and documentation of the evaluation processes, analysis of evaluation results, and determination of satisfactory or unsatisfactory Contractor performance.

The monitoring and surveillance positions of the CGA are responsible for monitoring and surveillance of Contractor performance IAW with the QASP.

IV. OTHER REQUIREMENTS TO BE MONITORED

The CGA Commander and/or COR will assign other PWS requirements to CGA personnel for monitoring.

V. CGA, DDC, and CONTRACT ADMINISTRATION FUNCTIONS:

A. INTRODUCTION:

As the agent for DoD distribution, the DDC will maintain responsibility and control over the distribution mission regardless of the outcome of the A-76 competition. The DDC's on-site agent for ensuring Contractor performance is the CGA. The following list of functions defines the requirements of the CGA, the DDC and the ACO as a result of the competition decision. The functions are divided into three categories. These categories have been developed to organize the requirements of the CGA, the DDC, and the ACO (if required) as they relate to the Contractor. The DDC CGA model is based upon the following categories:

- Program Management (including DDC functions retained within the government in support of DDC, the CGA or the contractor)
- Performance Assessment
- Contract Administration

B. FUNCTIONS PERFORMED BY THE CGA:

1. Commander/Director functions:

- a. Management and supervision of the CGA including the Performance Management and Program Management Offices
- b. Principle point of contact between the DDC and the Customer.
- c. Ensures oversight of the Contractor's accomplishment of the depot mission and workload as defined in the Performance Work Statement (PWS).
- d. Provides oversight of performance to ensure that mission degradation due to unsatisfactory performance by the Contractor does not occur or is minimized and reports observations to the Surveillance Lead/COR for action.
- e. Primary interface with customers regarding long term planning and initiatives.

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- f. Along with the COR raises customer satisfaction issues with the performing activity site manager
- g. For contract operations, the COR and Administrative Contracting Officer (ACO) will be promptly notified if a change in customer requirements may require a change in the contract. The COR and ACO will be responsible for addressing the issues and coordinating with J-8 to ensure funding available.
- h. Ensures administrative services and support are provided for the CGA.
- i. Performs all duties associated with the Financial Liability Investigation for Property Loss process.

2. Accountable Officer functions for Mission Stock:

- a. Responsible for maintaining item and/or financial records in connection with Government property, for use or storage.
- b. Monitors accuracy of the depot stock record account.
- c. Notifies CGA Commander/COR if the number of discrepancies is determined to be increasing.
- d. Validates all causative research and recommends action to the Commander for all IAVs over \$500,000 and rejects/approves IAVs with extended dollar from \$100,000 up to \$500,000 before the action is closed.
- e. Based on review of all IAVs, initiates the FLIPL investigation IAW DLAI 7500.1, Defense Distribution Center Financial Liability Investigation Of Property Loss.
- f. Reviews all DD Form 200s, recommends to assess financial liability or relieve liability, responsibility or accountability.
- g. Attends and conducts meetings and conference with customers, high level federal and local officials, and military officers to negotiate or settle customer service and other issues that could become controversial
- h. Analyzes and modifies short and long-range plans, programs, and objectives, making recommendations to ensure the best possible level of customer support
- i. Works with the commands such as Major Army End Item Type Commands in strategic planning efforts.

3. Distribution Support and Monitoring and Surveillance functions:

- a. Implements and ensures compliance with the Quality Assurance Surveillance Plan (QASP). Maintains close surveillance of the Contractor and accepts or rejects work performed by the Contractor.
- b. Interprets new policy and regulations
- c. Initiates, conducts and assists with formal audits, corrective actions and reviews
- d. In coordination with the ACO, develops policy, procedures, and language to address work requirements not in the current PWS that might be used in a modification or in the re-competition

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- e. Assists in the development and government estimate of "new" or changed work
- f. Forwards requests for PWS change orders to the ACO and J-3/4
- g. Immediately notifies the Surveillance Lead/COR and ACO:
 - of conditions which may impede scheduled performance or completion of work;
 - questions concerning matters of interpretation, which could affect the terms and conditions of the PWS or contract;
 - deficiencies observed during surveillance of Contractor performance;
 - documentation of incidents of faulty work
- i. Responsible for developing validation schedule for the Contractor Quality Control Plan.
- j. Coordinates and conducts surveillance to ensure on-time and accurate accomplishment of contract performance requirements.
- k. Monitors Contractor compliance with all quality and timeliness standards.
- l. Validates Contractor data requirements for technical completeness and accuracy IAW the PWS or contract.
- m. Reviews Contractor's proposals for changes or modifications and advises COR and ACO of their technical adequacy and correctness, reasonableness of work estimates and costs, and assures that there is no duplication of work or cost.
- n. Upon the request of the ACO investigates situations in controversy with the Contractor, which could lead to formal contract actions such as cure notices, termination notices, claims, or disputes.
- o. Identifies performance issues to Contractor site manager, coordinates problem resolution with the Contractor site manager and may recommend corrective actions to be taken and interfaces with the COR and/ACO
- p. In performing quality assurance, the CGA determines areas to be analyzed, applicable guidelines that must be followed, functions involved, and range or depth of the problem or change identified during the evaluation.
- q. Coordinates accomplishment of task order with customer (if required) and monitors execution of task orders to ensure performance of requirement and budget authorization is not exceeded.
- r. Responsible for measuring and documenting Contractor performance per the contract, per the direction of the ACO and without causing undue delay. Reports findings to the COR and ACO.
- s. Monitors the implementation of the Contractor's transition plan.
- t. Coordinates information required for Government data calls with the Contractor.
- u. Monitors prescribed distribution policies and ensures that the Contractor follows procedures.
- v. Develops the draft Government estimate, coordinates with the customer (if required) and submits proposal/documentation to the COR for approval and J-8 to request Military Interdepartmental Purchase Request (MIPR).
- w. Receives Contractor reports on Data Query queries and reports used on a routine basis and sends forward.

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- x. For a contract decision, reviews and certifies contractor invoices, verifying that work, which has been accepted, has been performed IAW contract provisions.
- y. Maintains record control of all personal property and hand receipts for the CGA, using Defense Property Accounting System (DPAS) or Base Operations Support Systems (BOSS).

4. System Support/Information Technology Support functions:

- a. Provides back-up technical support (trouble-shooting) to resolve system/production/equipment problems for all government-furnished ADP systems that were not resolved by the Contractor.
- b. Maintains a variety of start and recovery procedures, diagnostic aids and similar information related to IT equipment.
- c. Provides ongoing system monitoring and network administration in support of various systems.
- d. Provides configuration and modification functions related to user accounts, file server applications, and shared directories.
- e. Acts as liaison for problems concerning LAN connectivity outside of the location organization.
- f. Tracks and maintains records of automated systems downtime.
- g. Conducts functional area visits prior to implementation of government-furnished IT system changes.
- h. Receives and maintains vendor acquired software applications, licenses, agreements and software changes, and conducts implementation of assigned system segment.
- i. Performs TASO functions and coordinates with J6/Local Host Facility for telecommunications support.
- j. Investigates any IT violations.
- k. Monitors Contractor personnel compliance with Automated Information System (AIS) security policies and procedures.
- l. Submits requests for position sensitivity to DDC.
- m. Provides Data Query reports to the Contractor for Contractor management use.
- n. Conducts IT security awareness training.
- o. Ensures Government-provided computers are accredited and audited for unauthorized software.

5. Support Services functions:

- a. Coordinates all host support services between Contractor and Host (including real property, utilities, telephone services, custodial, pest management, refuse, police, fire, medical, mail, and radio frequencies)
- b. Evaluates and validates Contractor requests for repair of real property and coordinates Contractor requests for minor construction and real property maintenance above \$100,000 with the Real Property Program Manager at DDC.

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- c. Maintains Base Emergency Plans for the depot and initiates situation reports as required.
- d. Coordinates with the host site Environmental Office on matters pertaining to the care of material placed in the Depot that may cause harm to the environment or personnel.
- e. Monitors investigation and follow-up on environmental spills.
- f. Conducts personnel security liaison with the DDC.
- g. Briefs and debriefs CGA employees for access to classified information.
- h. Conducts monthly inspections of controlled/restricted areas and an annual survey of all depot warehouses.
- i. Maintains liaison with host security/management personnel.
- j. Ensures that identified security deficiencies are corrected.
- k. Reviews Vulnerability Assessment (VA) reports, provides quarterly status to the DDC on all recommendations.
- l. Reviews Security Assistance Visit (SAV) reports and ensures corrective action is taken where required.
- m. Coordinates with the host on security exercises.
- n. Performs quarterly monitoring/inspections of controlled/restricted areas.
- o. Performs monitoring/inspection of annual survey of all facilities.
- p. Issues security badges (except where it is a host responsibility).
- q. Responsible for Key Control.
- r. Receive Contractor's OSHA 200/300 Summary Log and any Notice of an Unsafe or Unhealthful Working Conditions and forward to DDC Safety Officer.
- s. Prepares correspondence, briefings, and reports.
- t. Coordinates travel and training arrangements for CGA staff.
- u. Maintains files and takes minutes of meetings.
- v. Performs financial liaison functions including monitoring and reconciling credit card usage.
- w. Performs any and all other office support functions as necessary to aid in the daily operations of the DDDC-G.
- x. Responsible for the establishment of a central location for pick-up and drop off of Contractor official government business mail.
- y. Receives Contractor report on property damage or motor vehicle mishap and processes accordingly.

C. FUNCTIONS PERFORMED BY THE DDC

1. Command Support Services (CSS) :

- a. The Administrative Contracting Officer (ACO) and the Contract Administrator are authorized to deal directly with the Contractor in performance of A-76 contract administration duties, which include:
 - 1) Performs duties as outlined in FAR 42.302.
 - 2) Appoints the Contracting Officer's Representative (COR) and associated functions.
 - 3) Assures timely submission of all required reports for the Contracting Office to J-3/4 and J-8.
 - 4) Coordinates and resolves payment problems with DFAS.

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- b. Provides a full range of procurement support to the CGA as well as contracting for Government Furnished Services, as required.
 - c. Administers the DDC IMPAC Credit Card Program.
 - d. Administers the DDC Base Supply Retail Program.
 - e. Administers the DDC Small Business Program.
 - f. Administers the DDC Accountable Property Program.
 - g. Processes disposal actions when the Contractor returns government-furnished property.
 - h. Processes approved transfers of accountable property and records.
 - i. Ensures Contractor has a system to maintain accountability for government-furnished property as described in Contractor's proposal.
 - j. Reviews DD Form 200s and identified discrepancies.
 - k. Maintains the Government Furnished Property assigned to the Contractor.
 - l. Serve as primary contact for customers, contractors and payment offices.
 - m. Coordinates all operational issues for A-76 contracts with appropriate organizations.
- 2. Public Affairs (CSS-C):**
- a. Coordinates all media and congressional issues.
- 3. Safety (CSS-H):**
- a. Ensures compliance with applicable safety and health regulations/policies.
 - b. Provides policy guidance to the CGA on safety matters.
 - c. Conducts Radiological Protection Program assessment visits.
 - d. Performs oversight of the contractor's implementation of the DDC radioactive materials license. Also ensures the Contractor complies with the requirements of DDCM 6055.20. Functions also include the authority to terminate operations as necessary, should the Contractor be found in non-compliance with regulatory and license requirements.
 - e. Reviews Contractor reports and records demonstrating safety compliance and coordinates exchange of safety and health information common to all DDC Depots.
- 4. Security (CSS-S):**
- a. Conducts vulnerability assessments.
 - b. Provides personnel security to the CGA.
 - c. Conducts security assessment visits.
 - d. Investigate compromises of classified items.
 - e. Administers the DDC Drug Testing Program for CGA employees.
 - f. Provides security training (OPSEC) to the CGA and Contractor employees.
 - g. Advises the CGA Commander on the VA/SAV recommendations.
 - h. Provides oversight and guidance for implementation of the Drug Program for the CGA.
 - i. Provides oversight and guidance for implementation of security regulations.

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J3/4, Logistics Operations:

1. DDC J3/4-E Distribution Operations Division:

- a. Administers inventory program.
- b. Administers storage program.
- c. Administers the Stock Readiness (COSIS and PPP&M).
- d. Administers the Shelf Life Program.
- e. Administers the Quality Control Program to ensure material integrity.
- f. Monitors receipt process for packaging related issues.
- g. Provides Performance Oriented Packaging Training.
- h. Administers the DDC Hazardous Material Management Program.
- i. Administers the DDC Shelf Life Program.
- j. Determines requirements and provides Independent Government Cost Estimate (IGCE) for proposed contract modifications.
- k. Maintains specified DDS tables/databases.

2. DDC J3/4-M, Distribution Management Division:

- a. Provides an A-76 Coordinator. This position serves as the senior operational representative to the A-76 Project Office
- b. Provides coordination and assistance in the resolution of distribution problems/issues.
- c. Provides operational and functional interface for all stock positioning initiatives.
- d. Provides coordination between depots and DLA/Service ICPs for special projects.
- e. Coordinates, assists and resolves problems between depots and special programs such as the Stock Readiness Program.
- f. Coordinates implementation of DDC/Service initiatives with the depots.
- g. Determines requirements and provides Independent Government Cost Estimate (IGCE) for proposed contract modifications.
- h. Negotiates Interservice Support Agreements.
- i. Coordinates Best Practices partnering program.

3. DDC J3/4-E, Equipment and Engineering Management Division:

- a. Provides EMACS training, as required.
- b. Reviews and approve/disapprove Contractor requests to modify Mechanized Material Handling Systems (MMHS).
- c. Ensures compliance with applicable environmental requirements through the CGA.
- d. Works with the CGA to ensure that needed repairs/modifications to facilities are made.
- e. Maintains records of all facilities related expenditures between \$25,000 and \$50,000.
- f. Maintains records of all facilities projects in excess of \$25,000.
- g. Determines requirements and provide Independent Government Cost Estimate (IGCE) for proposed contract modifications.

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- h. Reviews facilities modification requests in excess of \$50,000 and approve/disapprove.
- 4. DDC J3/4-L Logistics Support:**
 - a. Negotiates guaranteed traffic rates and special requirement shipping.
 - b. Provides assistance to the CGA on certification of freight bills.
 - c. Provides updates of rates/regulations to the CGA staff.
 - d. Monitors SDR/TDR Program, which involves monitoring the depots' performance and monthly reporting and special research as requested.
- 5. DDC J-3/4 S Stock Positioning Team:**
 - a. Performs workload redistribution.
 - b. Performs stock positioning and planning.
 - c. Develops workload projections.
 - d. Analyzes depot performance.
 - e. Provides access to "locally tailored" MIS data.
- 6. DDC J-6 Information Operations:**
 - a. Provides mid-tier troubleshooting and hardware/software enhancement/procurement as required.
 - b. Provides necessary Local Area Network resources.
 - c. Coordinates the IT Downtime Reporting requirements.
 - d. Conducts Information Assurance (IA) functions to include IA training, issuing new passwords, password resetting for DSS/MIS and other applicable systems.
 - e. Provides functional support for DSS and MIS.
 - f. Administers CGA IT maintenance support contracts.
 - g. Coordinates IT budget initiatives.
 - h. Provides DSS, MIS, CA-Dispatch, CA-DataQuery and INFO/MAN training as scheduled/required.
 - i. Determines requirements and provide Independent Government Cost Estimate (IGCE) for proposed contract modifications.
 - j. Maintains specified DSS tables/databases, configuration management and provide both functional and technical systems support to the Contractor and CGA as applicable.
 - k. Ensures the Terminal Area Security Officer Program (TASO) is in place and works properly.

DDC J-8, Financial Operations:

- 1. DDC J8-F, Financial Liaison Division:**
 - a. Processes travel settlements and payroll for CGA personnel and interacts with DFAS as required.
 - b. Verifies invoiced amounts by the Contractor for conferences for compliance with the Joint Travel Regulation.
 - c. Performs financial accounting and reporting.
 - d. Validates host charges.
 - e. Provides budget formulation/execution support to CGA.

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2. DDC J8-M, Financial Management Division:

- a. Maintains MIS location tables, specified DSS tables/databases and BOSS for the CGA.
- b. Applies fund cites to travel orders for personnel supporting transition efforts at Depots.
- c. Administers the Activity Based Costing Program for the CGA.
- d. Ensures required MIPRs are in place for host provided services and tracks charges
- e. Performs MIPR acceptance functions.
- f. Monitors MIS for integrity of workload data for contract payment and discrete pricing purposes.
- g. Reviews and validates actual costs versus projected costs for all line items in the contract.

3. DDC Command Staff

- a. DDC-CA Commercial Activities Program Office provides advice and guidance to conduct studies IAW OMB Circular A-76.
- b. DDC-GC General Counsel Office provides all legal advice and representation to the CGA.
- c. DDC-IR Internal Review Office provides all policy and guidance for internal review audits.

D. Functions Performed by DLA (DLA CSO-N)

1. Equal Employment Office will:

- a. Ensure compliance with applicable Equal Opportunity laws.
- b. Conduct EEO investigations involving CGA employees.

2. Personnel:

- a. Provides Human Resource support or administer HR contracts.